

TUBA CITY REGIONAL HEALTH CARE CORPORATION
Job Description

HELPDESK TECHNICIAN (IS)			
Date: December 11, 2008		Department:	Information Systems
Reports to: IS Operations Manager		FLSA:	Non Exempt
Human Resources Review:		Approved by:	
Signature	Date	Signature	Date

POSITION SUMMARY

Responsible for performing Help Desk support for the IS computer functions by answering trouble calls, determining resolution, documenting work done, and forwarding work orders to appropriate team. Understands and follows the organization's policies, procedures, and standards. Is an independent worker, meeting the day-to-day needs of the IS Department.

QUALIFICATIONS

MINIMUM MANDATORY QUALIFICATIONS

Education:

High school diploma or equivalency required.

Education in computer study or working towards it, which may include technical education or A+, Net +, Security +, industry certifications would be acceptable.

Experience:

At least six (6) months of computer experience with, word processing, spreadsheet, and database management software.

Other Skills and Abilities:

A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers. All employment references must address and indicate success in each one of the following areas:

- Demonstrates human relation and effective communication skills.
- Ability to work independently, be highly motivated, organized, and efficient; ability to prioritize work.
- Reliable and dependable; reports to work as scheduled without excessive absences.
- Possession of high ethical standards and no history of complaints
- Excellent verbal and written communication skills.
- Works effectively in team relationships.
- Demonstrate potential ability to perform the essential functions of the job as outlined in the position description.

Technical Skills:

Computer software experience in word processing, spreadsheet manipulation, Microsoft Outlook and database management.

PREFERRED QUALIFICATIONS

Other Preferred Skills and Abilities:

Computer study degree.

ESSENTIAL FUNCTIONS

1. Provides quality customer service and support.

2. Performs first level troubleshooting of Help Desk calls.
3. Maintains and updates the Help Desk database.
4. Diagnose and resolve problems in response to end user reported problems.
5. Forwards work orders to appropriate IS team.
6. Knowledge of Microsoft Office Suite and Windows operating systems.
7. Some working knowledge of personal computers and peripherals.
8. Install, configure, upgrade, and troubleshoot any hardware components.
9. Distributes, orders, and maintains ADP supplies for the department.
10. Maintains/creates user accounts on the NT server and RPMS system.
11. Performs formal and informal computer logon training to end-users.
12. Maintains confidentiality regarding administrative and patient issues.
13. Maintains/creates user accounts on the NT servers and host applications.
14. Assignment of access level and menu structure for customers.
15. Performs first level troubleshooting and diagnosis.
16. May work and coordinate with outside vendors for the proper monitoring, maintenance, and configuration of computer related equipment.
17. May be required to unpack, verify contents, and configure new personal computers, and set-up personal computers as nodes based upon a client/server model on the facility.
18. Maintains system standards; load and initialize PC software (operating system, networking software, applications software, etc.) testing PC for network operations including access to printers, E-mail, and business and clinical applications; instructing user on the PC and its access to the network.
19. Provides formal training, orientation, and user liaison activities covering basic computer system end-user operations. These topics include but are not limited to system sign on, use of the menu and help systems, the mail systems, Microsoft Office programs, telecommunications, use and troubleshooting of terminals, and printers.
20. Investigates systems malfunctions to determine the cause; i.e., hardware, software, or environment. Defines and isolates the specific problems, using available diagnostic and error recovery techniques, and independently initiates corrective action. As required, contacts vendor engineers, computer hardware specialist, and systems software specialists to determine the cause of problems resistant to available problem solving techniques. Informs supervisor of the action taken.
21. Carries out all established policies and procedures on use and functioning of all operating systems on the server and personal computers.
22. Participates in providing 24-hour per day 7-day per week emergency call service. This call duty is rotated among all qualified IT staff. This on call service is solely to provide IT support to insure the normal operation of the facility.
23. Performs other related duties as assigned.

PROBLEM SOLVING

The incumbent may be required to prioritize task received from multiple staff members and determine the order of importance. The incumbent must use discretion and judgment when scheduling appointments and screening calls. The incumbent may coordinate work processes with other departments, community, and governmental or regulatory agencies and must understand the objectives and policies governing the activities of the departments and be able to effectively communicate this information to interested parties. Ability to demonstrate accuracy and thoroughness and look for ways to improve and promote quality.

MENTAL AND PHYSICAL EFFORT

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical:

Must be able to sit at desk for long periods of time, write legibly and use a computer terminal.
Must be able to hear and talk over the telephone and in person with others.

Mental:

Must be able to prioritize, use good judgment and be able to coordinate a variety of issues while being frequently interrupted.

IMPACT

The impact of the position affects the entire facility. The facility depends on the IS Department for technical problems that may occur. Many individuals are dependent on a functional system in order to perform their job duties, and the IS department must be able to assist and resolve problems.

NAVAJO/INDIAN PREFERENCE

TCRHCC is located within the Navajo Nation and has implemented a Navajo/Indian Preference in Employment Policy (NAEP). Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation or another federally-recognized Indian tribe will be given preference in hiring and employment for this position.

APPLICATION DECLARATION

I have read the qualifications and requirements for the position of Helpdesk Technician. To the best of my knowledge, I believe I can perform these duties.

Employee Name (PRINT): _____

Employee Signature: _____ Date: _____